



BUREAU TALK

Volume 9, Issue 3

October 2009 www.dhss.mo.gov/HomeCare



CHANGES

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As we can see by the beautiful color schemes driving down the road, fall has arrived. However, in a few weeks all the leaves will be gone and we will be reminded that winter will be on its way. The seasons of Missouri don't quite correlate with the seasons of the bureau. In the bureau, fall signals the beginning of a new federal fiscal year, which began October 1, 2009. We were able to usher in this new year with exciting news - the hiring of a new surveyor, Jason Hollandsworth. Jason has worked for the department for nine years. He has been a surveyor for long term care facilities and hospitals and has completed many complaint investigations during those years. Jason has been learning the home health survey process and will attend basic federal training in mid-November. Several weeks after he returns, he will familiarize himself with the hospice surveying process and will complete his basic federal hospice training the first of February. Please join us in welcoming Jason.

HOSPICE STATE OPERATIONS MANUAL (SOM)

A CMS Survey & Certification letter issued September 18, 2009 (S&C 09-58) addressed the new guidance for the revised Conditions of Participation (CoPs) that were effective December 2, 2008. Attached to the S&C was the advance copy of the hospice sections of Chapter Two of the SOM (Sections 2080-2089) which included revised interpretive guidance related to the revised Hospice CoPs. This document is effective immediately. Please see (**ATTACHMENT A**) for a copy of the revised SOM.

MISSION AND PRIORITY DOCUMENT

Again this year, the Centers for Medicare and Medicaid Services (CMS), Mission and Priority Document did not change any of the Tier work categories assigned to the states. The Bureau plans on surveying Tier I and Tier II for home health. This will total 72 Medicare home health surveys. For hospice, there is no Tier I category. Under the Tier II category, Missouri plans to conduct 6 Medicare hospice surveys.

CERTIFICATION OF TERMINAL ILLNESS --42 CFR 418.22

Effective 10/1/09, CFR 418.22 (b)(3) states, "The physician must include a brief narrative explanation of the clinical findings that supports a life expectancy of 6 months or less as part of the certification and recertification forms, or as an addendum to the certification and recertification forms..." This narrative is required to be part of the initial certification as well as the recertification. It cannot merely contain checked boxes or standard language, but must reflect the individual patient's clinical circumstances. The narrative must include a statement under the physician's signature attesting he/she confirms they composed the narrative based on their review of the patient's medical record or examination of the patient. Please find the link to the entire Federal Register published August 6, 2009 attached. (**ATTACHEMNT B**)

The New Out-of-Hospital

Do Not Resuscitate Order Rule--19 CSR 30-40.600

This rule became effective August 30, 2009. There have been many questions of the Bureau concerning this new rule. One of the most important items that agencies need to understand is that, if the form is completed accurately and completely, it is an order. This order is specific for a do not resuscitate when the person is **not** in the hospital. The following link will provide you access to the EMS web site in the department where you can download the form, www.dhss.mo.gov/ems/Forms. Agencies can purchase their own purple paper and then run the form. The "definitions and key terms" labeled on the Web site is meant to be the back side of the form.

When the Bureau of Home Care and Rehabilitative Standards asked the Bureau of Emergency Medical Services for information regarding this new rule, they provided a PowerPoint presentation for the agencies. The PowerPoint was presented at the Missouri Annual End of Life Coalition Conference. (See attached PowerPoint and EMS screen shot Web site). (**Attachment C**)

FAMILY CARE SAFETY REGISTRY

Effective November 2, 2009, FCSR will change the hours of its toll-free phone service. The new hours are now 7:00 A.M. to 5:00 P.M. Previously, the toll-free number had been available until 6:00 P.M.

CAHPS has been delayed

The National implementation of the Home Health Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey with Medicare-certified home health agencies which was originally slated to begin the first of the year has been pushed back 6 months per the final 2010 PPS rule so as agencies will be able to focus on the new OASIS-C. For those of you who aren't familiar with this survey, it was designed to meet the following broad goals:

1. Produce comparable data on the patient's perspective that will allow objective comparisons between home health agencies on domains that are important to consumers.
2. Create incentives for agencies to improve their quality of care with public reporting survey results
3. Enhance public accountability in health care by increasing the transparency of the quality of care provided in return for public investment

Home health agencies will need to contract with an approved vendor. There are currently 34 that CMS has approved. The updated list can be found at <http://homehealthcahps.org>.

Agencies will need to work with their vendor to determine which mode of survey administration would be best. Some may wish to mail only, or telephone only or to do a mix. The vendors will charge a fee for each survey. The goal of CMS is that by collecting this survey data, agencies will gain insight on how their patients view the quality of care received.

The next Bureau Talk will have more information as it becomes available. If you would like to view the survey it can be found at <https://homehealthcahps.org/>

SAFE AT HOME

For the last two years, Secretary of State Robin Carnahan's office has had the privilege of implementing the *Safe at Home* confidentiality program to protect Missouri residents from domestic violence, sexual assault, rape and stalking. Since August 2007, *Safe at Home* has provided services to more than 530 men, women and children statewide. The program staff also trained more than 400 Application Assistants who serve every county in Missouri, making the program as accessible as possible to potential participants.

Safe at Home can become a significant part of someone's personal safety planning if she or he is aware of the program and how it works. With your assistance, we can continue to spread the word about *Safe at Home* to people when they need it the most. The Bureau encourages everyone to refer potential participants to the toll-free number at (866) 509-1409 or the web site at www.MOSafeAtHome.com.

If you need any further information, please contact Brenda Sites, the Safe at Home Program Manager, by e-mailing SafeAtHome@sos.mo.gov or by calling toll free (866) 509-1409.



By Joyce Rackers & Debi Siebert

Clinical Issues by Joyce

OASIS B-1

Everyone is gearing up for the OASIS C! This is just another reminder, however, that all current guidance for the OASIS B-1 must continue to be followed until the OASIS- C is implemented on January 1, 2010. All Q & As and OASIS B-1 Guidance are still effective until this date.

There are no new Q&As addressing OASIS B-1 items available at this time.

OASIS-C

The countdown to January 1, 2010, and OASIS-C has begun! I have completed ten of twenty-one OASIS-C trainings that will be given in different regions of the state. There are still openings for training in Springfield, Joplin, Sikeston, and Columbia from now until December 18, 2009. To register please go to http://www.dhss.mo.gov/HomeCare/OASIS_Training.html. The training is 3½ - 4 hours and is offered at least twice in each area. You will need to print the handouts for the trainings and bring them with you. The handouts can be obtained from the Bureau's Web site at www.dhss.mo.gov/HomeCare. This is not a basic OASIS training. The training specifically addresses the OASIS-C changes. We hope every clinician in your agency can attend one of the sessions!

As I stress in the trainings, it is a must that all clinicians have a copy of Chapter 3 of the OASIS Guidance Manual. The entire manual can be accessed by going to

http://www.cms.hhs.gov/HomeHealthQualityInits/14_HHQIOASISUserManual.asp#TopOfPage .

There are 80+ revisions to the OASIS data set and it is unrealistic to think that the clinicians can remember all the changes without having the guidance close at hand to refer to.

As with OASIS B-1, over the years changes or clarification to the guidance occurs through the CMS

Q&As that are published on a quarterly basis. Although the OASIS-C will not be implemented until January 1, 2010, the first batch of Q & As for OASIS-C has already been published. To access these Q & As please go to www.oasiscertificate.org and click on "Resources". They are identified as the "CMS Q&As October 2009". We have also added them to this Bureau Talk as **ATTACHMENT D**. Some of the questions that were raised at my first OASIS training sessions have already been addressed in these Q&As.

FOR THOSE CLINICIANS THAT ATTENDED THE ST. LOUIS TRAININGS....PLEASE NOTE QUESTION #7. During the trainings, I stated that if the flu vaccine was administered by your agency to your patient on Sept. 30th that you would answer M1040 "No" because it wasn't given between the dates of October 1 through March 31. **THIS INFORMATION WAS INCORRECT.** CMS makes it clear in Question #7 that, the answer would be "YES", assuming that **part of the home health episode occurred within the October 1st - March 31st time frame.** Each year, flu vaccine manufacturers only release the vaccine per CDC recommendations. **If the flu vaccine has been made available and distributed for administration, it is considered to be within that year's flu season.** *(Administrators, please make sure that your staff members who attended these trainings are made aware of this guidance).*

Most of the quarterly OASIS-C Q&As addressed the new OASIS-C items. However, in addition to the newly added OASIS -C items, many of the old OASIS-B1 items were also modified. Therefore, many of the CMS Q&As that already addressed these items also had to be changed. Therefore, CMS has also published the new Q&As that address **all** of the four categories (Applicability, Comprehensive Assessment, Follow-up Assessments, and OASIS-C data set forms and items). Again, these Q&As will not be effective until January 1, 2010. These Q&As can be accessed by going to the Bureau's website www.dhss.mo.gov/HomeCare. We have also added them to this Bureau Talk as **ATTACHMENT E**.

IN SUMMARY: It's time for every agency to start developing their new OASIS-C reference Manual! Some suggested items to get started are:

OASIS-C Data Set

OASIS-C General Q & As (All 4 categories)

OASIS-C Quarterly Q & As dated October 2009

GOOD LUCK!

Joyce

Technical Issues by Debi

HAVEN

Version 9.3 of Haven is now available for download on the QTSO Web site at <https://www.qtsso.com/havendownload.html>. No other updates are available at this time.